



COLORADO

FCC COMPLAINT LOG

2008

Complaint Tracking for CO (06/01/2007-05/31/2008). Total Customer Contacts: 40

| <u>Tally</u> | <u>Date of Complaint</u> | <u>Nature of Complaint</u> | <u>Date of Resolution</u> | <u>Explanation of Resolution</u> |
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| 1 | 05/14/08 | CO medical company dialed 711 from a 800 number to call their patients around the country. The medical company can not outdial due to network error message. Customer Service apologized to the customer and turned in trouble ticket. Customer would like follow up from the Program Manager. | 05/14/08 | Tech test calls successfully completed. Tech requested for valid ten digit number(s). Relay Program Manager contacted the customer on 5/27 and 5/28. No answering machine. Relay Program Manager left a message on the answering machine on 5/29. Requested for valid ten digit numbers and left the call back information. |
| 2 | 05/13/08 | Set up - General | 05/13/08 | Explained how to adjust handset hook to allow phone to be hung up when mounted on the wall. |
| 3 | 05/08/08 | Dialing/Setup - Dialing Prefix | 05/08/08 | Advised customer's representative to program the required dialing prefix for line 2 into the menu settings. Remedy provided. |
| 4 | 05/07/08 | Dialing/Setup - Dialing Prefix | 05/07/08 | Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience. |
| 5 | 05/02/08 | Set up - General | 05/02/08 | Advised customer how to set up CapTel on a DSL line. |

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| 6 | 05/02/08 | Setup-General - USB | 05/02/08 | Discussed proper procedure for setting up CapTel USB. |
| 7 | 04/21/08 | Technical - General | 04/21/08 | This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again. |
| 8 | 04/21/08 | Technical - General | 04/21/08 | Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance. |
| 9 | 04/17/08 | Voice/hearing caller experiencing TTY tones when calling to relay. Caller's line has been branded voice by Customer Service several times -- phone keeps changing back to TTY. Apologized for the problem and opened trouble ticket to have technician check the brandings. Caller requesting follow-up on why this problem is happening. | 04/17/08 | Rebranded the ANI to Voice. Relay Program Manager left a message on the answering machine informing the customer about rebranding and to call back if she continue to experience the answer sequences. Relay Program Manager attempted to contact the customer yesterday (05/27/2008) at 1:30 p.m. and today at (05/28/2008)at 3:30 p.m. (via interpreter). Relay Program Manager has not yet heard from the customer. However, it has been confirmed that their phone number has been branded as Voice. |
| 10 | 04/16/08 | CO Voice Carry Over customer having problems accessing CO Relay using 711. Apologized for the problem. Opened trouble ticket. Follow-up for problem resolution required. | 04/16/08 | Customer was misbranded as a TTY user. Rebranded the customer's ANI to Voice Carry Over. After several attempts to reach the customer, Relay Program Manager sent her a letter of explanation on the Voice Carry Over ANI branding issue and provided the dedicated Voice Carry Over number if the 711 Voice Carry Over problem persists. |

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| 11 | 04/03/08 | The customer said she gave number to dial and the Communication Assistant hung up on her. Apologized for the problem. No follow up needed. | 04/03/08 | The Communication Assistant stated he did not disconnect the call. The supervisor explained to the Communication Assistant if he is not sure of how to process call or disconnect procedures to immediately get a supervisor to assist with the call. I also explained to the Communication Assistant disconnecting calls is not accepted. |
| 12 | 03/27/08 | Customer notes state to please type when voice person says "thank you operator" at the end of the call, so the Voice Carry Over customer knows when the call is ending. Operator did not follow this note. Apologized to customer and informed her the customer contact would be forwarded to the agent's supervisor for immediate follow up. Customer satisfied. No follow up needed. | 03/27/08 | Team Leader reviewed with the Communication Assistant about following customer instructions and reading the customer notes. The Communication Assistant did not remember the call but apologized for the inconvenience to the customer. |
| 13 | 03/25/08 | Technical - General | 04/08/08 | Technical support made an adjustment to remove reduced connect time status of the customer's number to resolve their experience. Customer now able to make their call to CapTel user successfully from this specific number using a lengthy calling card and pin number. |
| 14 | 02/28/08 | Voice Carry Over gave operator instructions at beginning of call and operator did not follow instructions. | 02/28/08 | Supervisor coached the Communication Assistant to ensure that all instructions are followed. |

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| 15 | 02/19/08 | Voice Carry Over caller is upset Communication Assistant did not understand instructions. Communication Assistant asked Voice Carry Over user the number he was calling and Voice Carry Over user wanted to type his conversation (message) before giving number to out dial. | 02/19/08 | Supervisor reviewed with the Communication Assistant. The Communication Assistant followed procedures. The Communication Assistant did not understand instructions at the time and requested for clarification. The Communication Assistant was not ignoring the Voice Carry Over instructions. The Communication Assistant wanted to be sure she understood the instructions. |
| 16 | 02/09/08 | Voice Carry Over user (according to profile notes) will Voice Carry Over when leaving messages on answering machines. Communication Assistant dialed and got answering machine so typed (Ans Mach) GA and pressed the Voice Carry Over key. Voice Carry Over user did not speak and answering machine hung up. Voice Carry Over user typed out the message and when Communication Assistant typed (redialing to lv msg) Voice Carry Over user got VERY upset and stated he told her ahead of time he would type message and not Voice Carry Over. He did not want to have to dial a second time in order to leave the message. | 02/18/08 | Team Leader reviewed the call with the Communication Assistant. The Communication Assistant isn't sure how she would have done differently. Team Leader followed up with customer via phone call on 2/18/2008. Customer is satisfied. |
| 17 | 02/05/08 | CO customer reported having trouble reaching 711 Relay. The voice customer explains she calls to her Voice Carry Over mother several times a day. She's "always" used 711 to reach the CO Relay and has grown accustom to the convenience of 711 Relay. For the past 3 days, 711 is connecting to a squeal instead of voice. Apologized for the problem. Provided the toll free voice number for the CO Relay. Opened trouble ticket. Customer requested for a follow up. | 02/11/08 | Customer Service rep. re-branded the customer's line for voice. Relay Program Manager (Relay Program Manager) emailed to the customer to reconfirm any problems with CO Relay. Relay Program Manager sent a follow up email. Relay Program Manager received email from the customer stating that she did not remember complaint. Relay Program Manager briefed the trouble ticket information. Customer acknowledged and has not experienced any problems with the relay. |
| 18 | 01/10/08 | Voice Carry Over customer was unable to get her long distance call processed through Relay. Apologized for the problem. Opened trouble ticket. No follow up requested. | 02/06/08 | Referred the issue to customer's LEC. Site switch tech was able to place the call LD directly however was unable to place LD through relay. Tech suspected it is LEC issue where the TRS ANI digit pair 60 are being rejected by the LEC and the transport carrier of choice. Relay Program Manager contacted the customer to follow up with the LEC. |

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| 19 | 12/18/07 | A CO Voice Carry Over customer called to complain that his outbound parties still have trouble hearing him when he calls through relay. The relay operators can hear him just fine. Apologized for inconvenience. Opened trouble ticket. Follow-up requested. | 12/18/07 | Relay Program Manager has attempted to contact the customer three times. Relay Program Manager left a voice message for a call back if he continue to experience Voice Carry Over issues. |
| 20 | 12/13/07 | Customer said that his call was disconnected by Supervisor 6107 for no reason. Said he was informed by the Supervisor that his call would now be disconnected and was hung up on. | 12/13/07 | The Center Manager reviewed the issue with Supervisor 6107. She did not remember the call. She stated that she works at night and admit that there are several hang ups that she have done based on our current practice with prank calls. She was not sure if this is related. We agreed that she will not have a similar incident again otherwise corrective action may apply. |
| 21 | 10/17/07 | CO Voice user complained she got those loud tones when dialing 711 to reach her Mom a Voice Carry Over user. Apologized, verified voice branding in place, provided customer with dedicated Voice # for CO Relay. Explained I would let the technicians know. Opened trouble ticket. Customer did not request a call back. | 10/17/07 | Customer calls to 711 should be corrected by the compliant date. The call center switches have been upgraded. Customers dialing 711 will be answered by the last call type. |
| 22 | 10/04/07 | Was unable to do HCO call properly. Was trying to leave message. Communication Assistant wouldn't answer my questions. Dead silence. asking operator what are you doing? | 10/04/07 | Team Leader reviewed with the Communication Assistant and coached the proper procedure for an HCO call. |
| 23 | 09/21/07 | TTY user said that the operator was rude to her and her voice caller and then started ignoring her and not reading her messages. Apologized to the customer and informed her the information would be forwarded to the agent's supervisor. | 09/21/07 | Supervisor met with Communication Assistant. Communication Assistant stated that he was not able to read any typing or heard customer's voice. Inbound TTY caller disconnected and the system automatically disconnects the outbound caller after 60 seconds. |
| 24 | 09/17/07 | Customer stated that when she calls 800 or 866 numbers the people on the other end of the line can hardly hear her. She would like a tech to call in the afternoon to see what she can do differently, or if it is in her phone line . The complaint was taken at 5:18 pm on Friday 9/17/07. | 10/05/07 | The technician was unable to duplicate the problem to place the 800 or 866 number through relay. Tech requested for more details. Status Closed |

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| 25 | 09/13/07 | A CO TTY customer complained that people locally cannot call her via relay (she can receive calls even from out of the country, but not locally). She does not know when they are calling, but she has been told by several local people that when they call, her line is always busy, but she says she is not on the phone. She spoke to her LEC who said it was a relay problem. Apologized for inconvenience. Opened trouble ticket. Follow-up requested. | 09/13/07 | CO Relay Program Manager has attempted to contact the customer more than three times. No response. Status closed. |
| 26 | 09/11/07 | Voice Carry Over caller's outbound disconnected near the end of the call (dropped call) and agent sent the line was disconnected macro however did not let the customer know when he was speaking. | 09/11/07 | Team Leader discussed with the Communication Assistant at the time of occurrence regarding keeping the customer informed at all times with as much detail as possible, no matter what. Agent said didn't let them know it had hung up during their speaking because it was near the end of the call anyway. |
| 27 | 09/04/07 | Communication Assistant did not use proper procedure for DA call. TTY asked for 800 DA and Communication Assistant asked for city and state. TTY user said he didn't know the city and state because it was an 800#. TTY user stated he told agent this several times but he kept asking for city and state instead of just dialing DA. | 09/10/07 | TL met and coached the Communication Assistant on the 800 DA call procedure. |
| 28 | 08/26/07 | Asked agent twice to disable turbo-code, agent disconnected caller. | 08/26/07 | The Team Leader reviewed with the Communication Assistant about following procedure to disable turbo-code, to follow customer instructions and not to disconnect the call. |
| 29 | 08/25/07 | Call came in on 8/22/07 about branding at 4:10 pm. Customer who is a branded Voice Carry Over stated that when they call in and start typing, agents are disconnecting the customer. No specific agent number given. Also said that database notes were not updating when anyone tries to modify or delete them per the customer wishes. | 08/25/07 | The Customer Service rep verified the number has been branded correctly. The trainers will put together an article for newsletter to inform agents how to do branded Voice Carry Overs when they type. Forwarding the rest of the complaint on to customer service for follow-up with database issue. |

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| 30 | 08/22/07 | TTY customer reached an answering machine. When the TTY customer started to type the message, Communication Assistant redialed the number before TTY user was finished typing. | 08/22/07 | Communication Assistant said she has not had a call like this today. She had no requests to leave a TTY message on a voice answering machine. Communication Assistant knew the procedure to wait for a GA before redialing to leave a message. |
| 31 | 08/22/07 | CO branded for Voice Carry Over prefers to type and dials the CO TTY #, complains agents are not hearing her 8/22/2007 @ 6:45 PM. Apologized, suggested using the Voice Carry Over dedicated #, test called successfully on Voice Carry Over #. Customer complains she gets nothing on that number. Opened trouble ticket. Customer requested for a contact with resolution. | 08/22/07 | Customer Service Representative advised the customer to call dedicated Voice Carry Over # instead of 711. Test the call and it worked. Customer was satisfied and happy. |
| 32 | 08/10/07 | Voice customer reported relay operator was extremely rude. Call 8-10-08 approx 2P CT. Customer has received many Relay calls at a school, her work place, & has never experienced a problem in the past. When customer asked operator to repeat because she was unable to hear what was read due to noises in background. The operator refused. The operator kept cutting off the voice customer & advising operator was not part of the conversation & typing everything she said. The call was very difficult and longer than needed due to the operator rudeness & unwillingness to repeat at beginning of call. Apologized for problem and advised complaint would be forwarded to management. Customer requested a response via email. | 08/11/07 | The system showed no such Communication Assistant ID number 1770M. Status closed. |
| 33 | 08/08/07 | A hearing customer was upset because he was not informed that when he was placing a long distance call out of state he would be billed. He received a bill from Sprint and was "surprised" and confused. Customer stated that people should be informed that they are placing a long distance call and that charges will apply and be asked if they would like to proceed before operators dial out. | 08/08/07 | Apologized to customer and explained that relay calls are like placing regular calls and that long distance will apply whenever he is placing a long distance call. Created customer database to select the preferred carrier of choice. Customer is satisfied and happy. |

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| 34 | 08/07/07 | <p>Customer reported Voice callers have problems reaching him via relay. Voice callers are being told his line is answering fax and hanging up. Customer does not have TTY/Fax equipment. Customer reports difficulty communicating request to change communication mode during call (Voice Carry Over to TTY/TTY to Voice Carry Over), currently sends GA GA tones to operator. Customer contacted Customer Service to modify the Customer Database notes and was referred to Relay Program Manager. Apologized. Informed customer technician follow up with test equipment test. Contacted Customer Service supervisor, reps will accept note modification requests. Discussed using TTY features to transmit message to request mode change. Contacted Relay Program Manager regarding issues. Customer Service Representative. left message informing customer of technician's attempts to reach customer. Gave information regarding follow up with Customer Service and Relay Program Manager and alternate communication products. Advised Relay Program Manager for a follow up.</p> | 08/07/07 | <p>Customer Service representative reclassified the customer's LD COC to others and it was resolved since her preference COC is not in our database system listing.</p> |
| 35 | 08/03/07 | <p>Customer is sometimes TTY almost always Voice Carry Over. Customer had call that required typing. Began typing to agent and agent hung up on customer.</p> | 08/03/07 | <p>Team Leader reviewed the issue with the Communication Assistant and the customer. Advised Communication Assistant to not hang up when something happens they don't understand, to just call a supervisor. Team Leader advised the customer to let the Communication Assistant know upfront that he will not be Voice Carry Over on the call. Customer was satisfied and happy.</p> |
| 36 | 07/23/07 | <p>The Voice Carry Over customer stated that she has been receiving repeated words from the agent approximately three same words each time (sometimes four and five words) (i.e. i i i work work work..). The supervisor observed the call and the screen indicated that there was no repeated works typed by the agent. Customer stated that this has happened before. Apologized for the inconvenience. No follow up necessary.</p> | 07/23/07 | <p>The repeated words was reported in the trouble ticket system for follow-up test calls. The technician was not able to duplicate the problem.</p> |

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| 37 | 07/17/07 | Accuracy of captions | 07/17/07 | Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Offered to do test call with the customer to get a sampling of what customer was experiencing. Customer gave one sample which was shared with center personnel. |
| 38 | 06/25/07 | Customer's turbocode equipment was not functioning properly in many relay centers. Customer said turbocode works in the Sioux Falls, SD center, but not others. Customer would like someone to call him. | 06/25/07 | Tech test calls. Tech suggested to re-route all of his Voice Carry Over/Turbocode calls to Sioux Falls center to avoid the technical problems using Voice Carry Over/TC in all other centers. Internal routing has been branded. |
| 39 | 06/11/07 | Customer conveyed concerns that turbocode is lost when connecting to this center. Customer also stated that 7-1-1 does not always connect to relay. Apologized and advised customer. Opened trouble ticket. Customer requested for follow up. | 06/15/07 | Technician tested 7-1-1 routing and was unable to replicate. Customer's calls will be routed to centers that can assure successful Voice Carry Over/Turbocode combination connection. Followed up with customer who was pleased that issue was addressed. Customer was satisfied with the action taken. |
| 40 | 06/07/07 | Health Security Services unable to contact Voice Carry Over customer via CO Relay. The line disconnects after Relay operator dials out and receives symbols and letters. The call does not disconnect if dialed directly. Opened trouble ticket. Customer requested a call back asap. | 08/07/07 | Relay Customer Service placed test call TTY to Voice Carry Over without any problem & communicated customer TTY to Voice Carry Over. Relay Program Manager reviewed and concurred with the resolution. |